As a below named inventor, I hereby declare that:

PTO/SB/01 (6–95) (modified) OMB 0651-0032

Approved for use through 10/31/96 OMB 0651-0032
Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

0010/PTO U.S. Department of Commerce 19538-05784 US Attorney Docket Number Patent and Trademark Office Rev. 6/95 Mark C. Pace First Named Inventor COMPLETE IF KNOWN **DECLARATION FOR** UTILITY OR DESIGN Application Number PLEASE ASSIGN PATENT APPLICATION Filing Date FEBRUARY 12, 2001 Group Art Unit UNKNOWN [] Declaration [X] Declaration OR Examiner Name UNKNOWN Submitted after Submitted Initial Filing with Initial Filing

AUTOMAT	ED SERVICE SCHEDULING SYSTEM BASED ON CUSTOMER VALUE	
the specification of which	(Title of the Invention)	
[X] is attached hereto OR		
as filed on (MM/DD/YYYY) [_	as United States Application Number [] and was
amended on (MM/DD/YYYY) [] (if applicable).	
I hereby state that I have reviewed and unemended by any amendment specifically	inderstand the contents of the above identified specification, including the claims, as y referred to above.	
I acknowledge the duty to disclose infor Regulations. § 1.56.	mation which is material to patentability as defined in Title 37 Code of Federal	

I hereby claim foreign priority benefits under Title 35, United States Code § 119 (a)-(d) or § 385(b) of any foreign application(s) for patent or inventor's certificate, or § 365 (a) of any PCT international application which designated at least one country other than the United States of America, listed below and have also identified below, by checking the box, any foreign application for patent or inventor's certificate, or of any PCT international application having a filing date before that of the application on which priority is claimed.

Country	Foreign Filing Date	Priority	Certified Co	Certified Copy Attached?			
	Not Claimed	YES	NO				
		[]		[]			
			[]	[]			
		[]	[]	[]			
		[]		[]			
		[_]					
	Country	Country Foreign Filing Date (MM/DD/YYYY)					

Additional foreign application numbers are listed on a supplemental priority sheet attached hereto:

I hereby claim the benefit under Title 35, United States Code § 119(e) of any United States provisional application(s) listed below.										
Application Number(s) Filing Date (MM/DD/YYYY) [] Additional provisional										
60/245,903	November 3, 2000	application numbers are								
		listed on a supplemental								
		sheet attached hereto.								

DECI	LARATION		Page 2									
I hereby claim the benefit under Title 35, United States Code § 120 of any United States application(s), or § 365(c) of any PCT international application designating the United States of America, listed below and, insofar as the subject matter of each of the claims of this application is not disclosed in the prior United States or PCT international application in the manner provided by the first paragraph of Title 35, United States Code § 112, I acknowledge the duty to disclose information which is material to patentability as defined in Title 37, Code of Federal Regulations § 1.56 which became available between the filing date of the prior application and the national or PCT international filing date of this application.												
U.S. Parent Application	PCT Par				Filing Date		T)	arent Pater	+ Numbe			
Number	Numb						1			r		
Number Number (MM/DD/YYYY) (if applicable) [] Additional U.S. or PCT international application numbers are listed on a supplemental priority sheet attached hereto. As a named inventor, I hereby appoint the following attorney(s) and/or agent(s) to prosecute this application and to transact all												
business in the Patent and Trad	emark Office con	nected there	ewith:									
Name Robert R. Sachs		Registration Number 42,120	r	Name Amir Raubvogel			ogel	F		tration nber 070		
Additional attorney(s) and/or agent(s) named on a supplemental sheet attached hereto. Please direct all correspondence to: Robert R. Sachs Fenwick & West LLP Two Palo Alto Square Palo Alto, CA 94306 U.S.A. Telephone (415) 875-2410 Fax (415) 281-1350												
								·····				
I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.												
Name of Sole or First In					iled for thi	s unsign	ed inver			,		
Given Name Mark		iddle c.		Family Name Pace		r	Т		Suffix e.g. Jr.			
Inventor's Signature						Date						
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[X] Additional inventors are bei	ing named on sup	plemental sh	neet(s) a	attached l	hereto		*****		-			

DECLARATION						ADDITIONAL INVENTOR(S) Supplemental Sheet									
- 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1						[]	A petition has been filed for this unsigned inventor								
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Inventor's Signature				Date					···•						
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Inventor's Signature							Date								
Residence	: City			Stat	e		Cour	ntry				Citi	zenship		
Mailing A	ddress			,											
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City		State					Zip Country								
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Inventor's Signature										Date					
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City				Sta	ite		Zip			C	Count	try			
Name of	f Addit	ional Joint Inventor	, if a	ny:	-	[]	A petit	ion ha	as been i	filed for	this	unsig	ned inve	entor	
Given Name			Mid- Initi				Family Name							Suffix e.g. Jr.	
Inventor's Signature						<u>-</u>				Date					
Residence: City State					Country Citizenship										
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Mailing A	ddress				•		2	•							
City				Sta	ite		Zip				Count	try			,
Additi	onal inve	ntors are being named on	suppl	ement	al sh	eet(s) attache	d here	eto						